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COMMONWEALTH OF VIRGINIA
STATE CORPORATION COMMISSION

AT RICHMOND, SEPTEMBER 17, 1997

COMMONWEALTH OF VIRGINIA, ex rel.

STATE CORPORATION COMMISSION

Ex Parte: In the matter of
revising rules governing service
standards for local exchange
telephone companies

CASE NO. PUC970146

ORDER ESTABLISHING RULEMAKING
PROCEEDING AND INVITING COMMENTS

By Order of June 10, 1993, the Commission adopted
Regulations Governing Service Standards for Local Exchange
Telephone Companies.(20 Virginia Administrative Code 5-400-80).

Since those rules were adopted, the telecommunications industry
has changed. With the enactment of the Telecommunications Act of
1996, 47 U.S.C. § 251 et. seq. and the enactment of § 56-265.4:4 C of
the Code of Virginia, many additional competitive local exchange
telephone companies ("CLECs") will be offering telecommunications
services.

To address changes in the local service marketplace, the
Commission's Division of Communications has drafted revised service
rules and measurement procedures, a copy of which is attached hereto as

measurement procedures pertain to all incumbent and competitive LECs. Those companies serving 20,000 or more access lines shall compute and report service data to the Division of Communications monthly. Reporting exemptions may be made by the Staff on a case by case basis. For example, resellers of local service may not be required to report network results. Those companies serving less than 20,000 access lines shall be prepared to present service measurement data to the S.C.C. when required. Failure to comply with service standards adopted as Commission rules would constitute a violation punishable pursuant to either § 56-483 or § 12.1-33 of the Code of Virginia or both. Accordingly,

IT IS THEREFORE ORDERED THAT:

- (1) This matter is docketed as Case No. PUC970146;
- (2) The Commission's Division of Communications on or before September 30, 1997, shall cause a copy of the following notice to be published in newspapers having general circulation throughout the Commonwealth as classified advertising;

**NOTICE OF PROPOSED REVISED RULES
GOVERNING THE SERVICE STANDARDS
FOR VIRGINIA'S LOCAL EXCHANGE
TELEPHONE COMPANIES**

The Virginia State Corporation Commission ("SCC") has proposed revising its rules governing service standards for Virginia's local exchange telephone companies ("LECs"). The purpose of these revisions is to assure continuation of quality telephone

service throughout the Commonwealth and provide sanctions for any deterioration in service.

The text of the proposed revisions to rules can be examined at the Commission's Division of Communications or the Document Control Center located at Floor 1 of the Tyler Building, 1300 East Main Street, Richmond, Virginia, open Monday through Friday, 8:15 a.m. until 5:00 p.m. Copies of the proposed amendments to rules may be ordered from the Commission's Division of Communications, P.O. Box 1197, Richmond, Virginia 23218.

The Commission will not conduct a public hearing unless substantial objections are raised to the proposed revisions to rules and a hearing is requested. Interested persons may submit written comments or requests for the hearing concerning proposed amendments rules on or before October 31, 1997, by writing William J. Bridge, Clerk, Virginia State Corporation Commission, P.O. Box 2118, Richmond, Virginia 23216, making reference to Case No. PUC970146.

VIRGINIA STATE CORPORATION COMMISSION

(3) Any comments or requests for hearing on the proposed rules must be filed on or before October 31, 1997; and

(4) If no substantial objections or requests for a hearing are filed on or before October 31, 1997, the Commission may adopt its proposed Rules Governing Service Standards for Local Exchange Telephone Companies without conducting a hearing.